

# 2011 Military Health System Conference

Using Technology, Clinical Workflow  
Redesign, and Team Solutions to  
Achieve the Patient Centered  
Medical Home

*The Quadruple Aim: Working Together, Achieving Success*

LTC Nicole Kerkenbush, MHA, MN

Army Medical Department, Office of the Surgeon General

Chief Medical Information Officer



TMA and Services

# Learning Objectives



- Introduce the suite of information technology tools that have been implemented
- Describe how the tools are improving provider satisfaction, provider productivity, and clinical care
- Describe how these tools are being used to implement the Patient Centered Medical Home care model

# MEDCOM AHLTA Provider Satisfaction (MAPS) Background



- Why?
  - To regain TRUST with providers
  - To increase provider satisfaction
  - To increase clinic productivity & throughput/efficiency
  - To transform how training is conducted
    - Workflow optimization
    - Adoption □ Outcomes

- MAPS is not:
  - A panacea for all of AHLTA's problems
  - A fix for AHLTA's speed and bandwidth limitations
  - A push for additional clinical IT or

*MAPS will invest in our Providers and support staff by purchasing the clinic-based technology that has been shown to increase the usability of AHLTA. MAPS will give our MTFs the Commercial Off-the-Shelf (COTS) options that many of you have requested including Dragon... It will also focus on personalized training and ongoing Help Desk support... [MAPS] is one of my top priorities for implementation.*

**LTG Eric B. Schoomaker,**  
**U.S. Army Surgeon General**



# Original Vision of MAPS



- Deployment of **tools and technology** that help providers document faster, more accurately and produce readable notes
- Timely, relevant and continuing **training and support** at the local level
- Adoption of leading **clinical and business processes** to decrease clinical documentation time and improve provider – patient experience
- **Effective knowledge** sharing/ transfer among users



lenovo.  
FUJITSU



# AMEDD Clinical Systems Exchange (ACSE) Resource



Home > ACSE Home

ACSE Site

Welcome

**U.S. ARMY MEDICAL DEPARTMENT**  
AMEDD Clinical Information Systems

ACSE Home | Army Medicine A-Z | Army.mil | AKO | CONTACT US

**User Resources - Clinical Systems**

- AHLTA Resources
- Essentris Resources
- CHCS Resources
- MAPS Toolbox

**User Resources - Type**

- Reference Materials
- Macros
- Discussion Boards
- Videos
- AIM Forms
- Pearls
- MAPS Dashboard

**Communities of Practice**

- Clinical Staff
- CWA's
- Trainers
- IT Staff

**Survey**

- Pre-MAPS Survey
- Post-MAPS Survey
- MAPS 60-Day Survey

ACSE Home

**ACSE**  
AMEDD Clinical Systems Exchange

Welcome to the new AMEDD Clinical Systems Exchange and Resource Center. This site is for anyone using or supporting CHCS, AHLTA, Essentris, MAPS Tools and Clinical Workflow Improvement processes. The comprehensive search feature allows keyword search of the entire site using a single search. Click the "CONTACT US" tab to give feedback and provide input for improvements and enhancements.

**User Resources by Clinical System**

- AHLTA Resources
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**User Resources by Type**

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**Communities of Practice**

- Clinical Staff
- Clinical Workflow Analysts
- Trainers
- IT Staff

**Message From The CMIO**

Welcome to the new AMEDD Clinical Systems Exchange portal, otherwise known as the "ACSE" site or pronounced "ACE". This website is a knowledge exchange portal for: ...

[Read the Full Message](#)

**Featured Video**

**MAPS Grand Rounds**  
by Dr. Robert Walker and MAJ Le

[Download](#)

[More Videos](#)

**The "What's New" Section**

The "What's New" section is for new items added to this web site and to provide the ability for anyone in this community to provide announcements to the user population. Links and attachments can be included.

**What's New and Community Announcements**

Body

- [Online Essentris DCO Training Schedule with links](#)
- [New CarePoint Website \(Formerly ICDB\) with FAQ's, Information Sheets, Training Videos and general information](#)
- [DHIMS Newsletter October 2010Q&A Navigating MAPS \(page 4\)](#)

Communities of Practice for:

- Clinical Staff
- Trainers
- CWA's
- IT Staff



Discussion board and information for the **Community Based Primary Care Clinics or CBPCC**.

Resources For:

- AHLTA
- Essentris
- CHCS
- MAPS

# MAPS Technology Tools





## U.S. ARMY MEDICAL DEPARTMENT

### AMEDD Clinical Information Systems

[ACSE Home](#) | [Army Medicine A-Z](#) | [Army.mil](#) | [AKO](#) | [CONTACT US](#)

#### User Resources - Clinical Systems

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#### Communities of Practice

- [Clinical Staff](#)
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- [IT Staff](#)


#### Survey


- [Pre-MAPS Survey](#)
- [Post-MAPS Survey](#)
- [MAPS 60-Day Survey](#)


#### MAPS


[ACSE Home](#) > [MAPS](#)


#### User Resources by MAPS product

[Dragon](#)  
Dragon and Dragon related materials and videos plus external link to the vendor web page.

[MAPS 2.0](#)  
MAPS 2.0 Materials

[As-U-Type](#)  
AS-U-Type materials and links plus a link to the vendor web site.

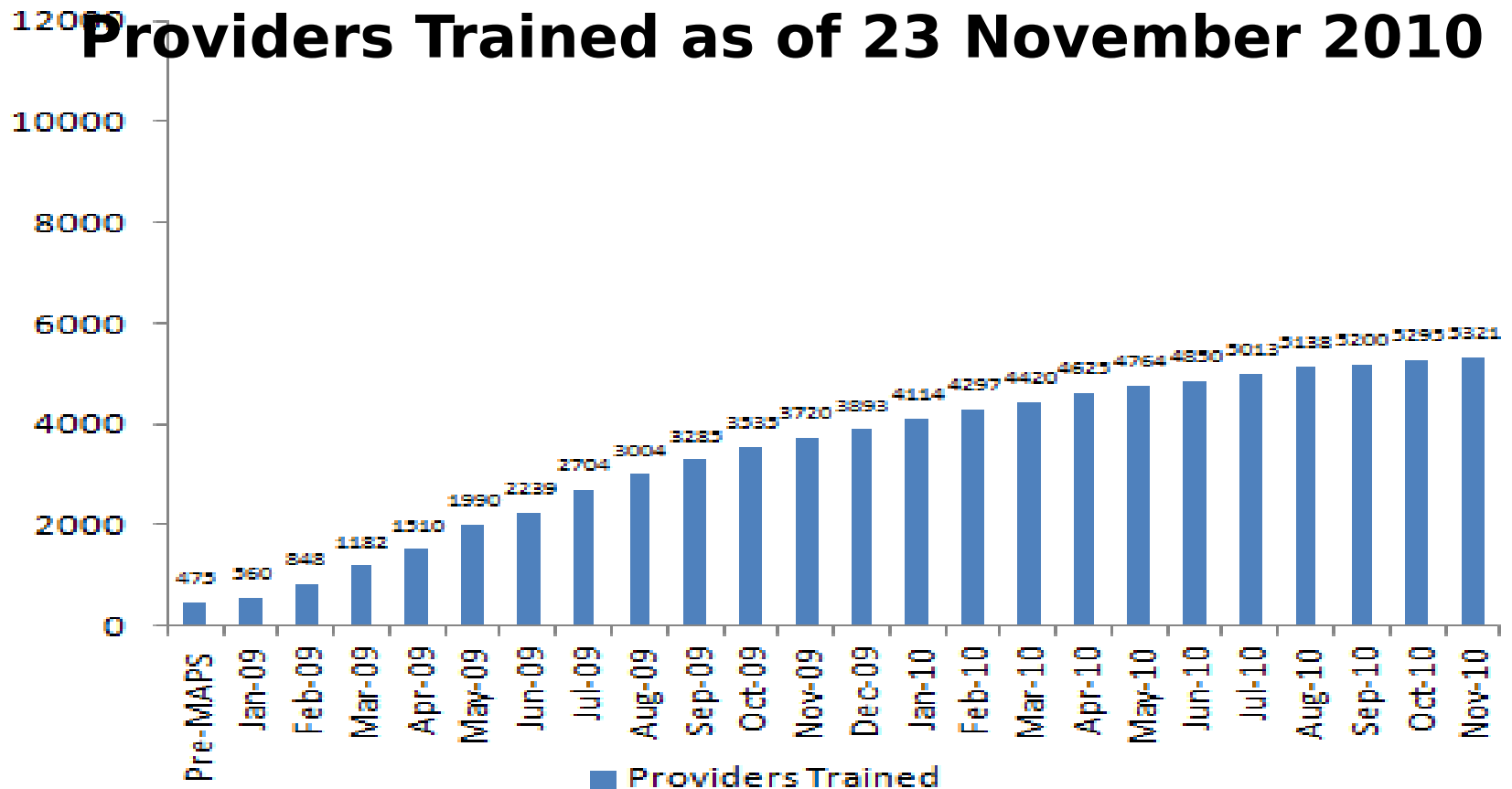
[MS One Note](#)  
Microsoft OneNote materials and links including a link to the Microsoft OneNote Training page.

[PDF Converter](#)

# Providers Trained on MAPS



Roughly 45% of the estimated 11,965 eligible providers\* across the AMEDD have been trained on MAPS

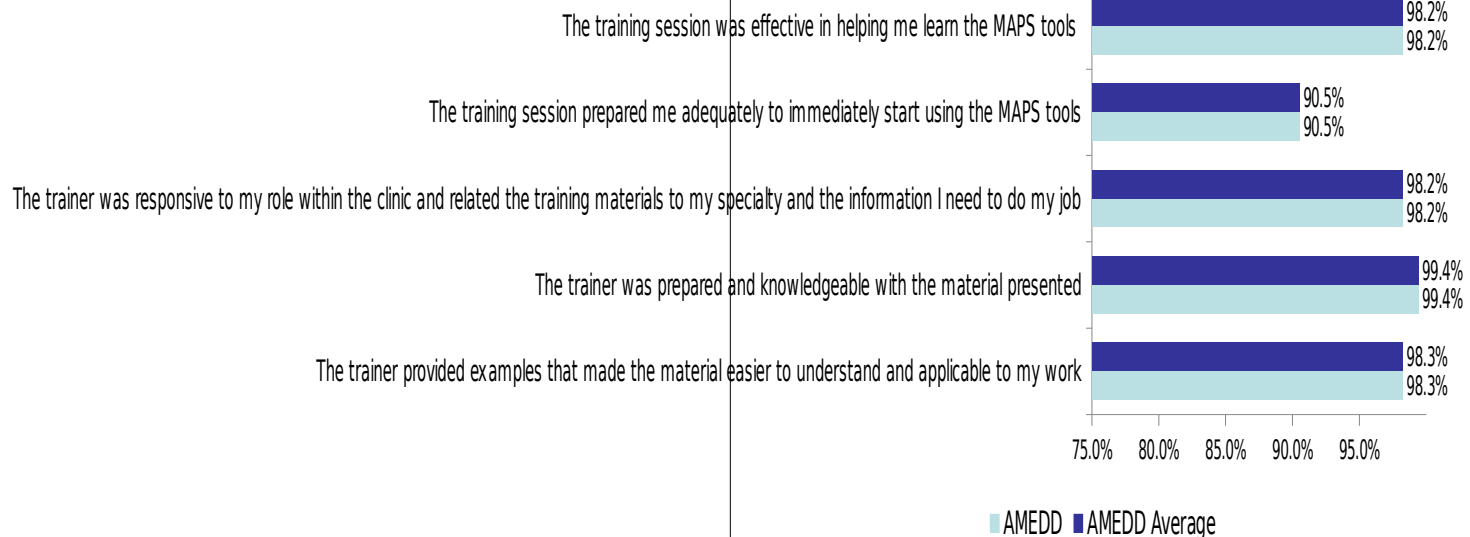


\* "Providers" denote any clinician who sees, treats and is privileged to complete and sign encounters in AHLTA as an independent practitioner

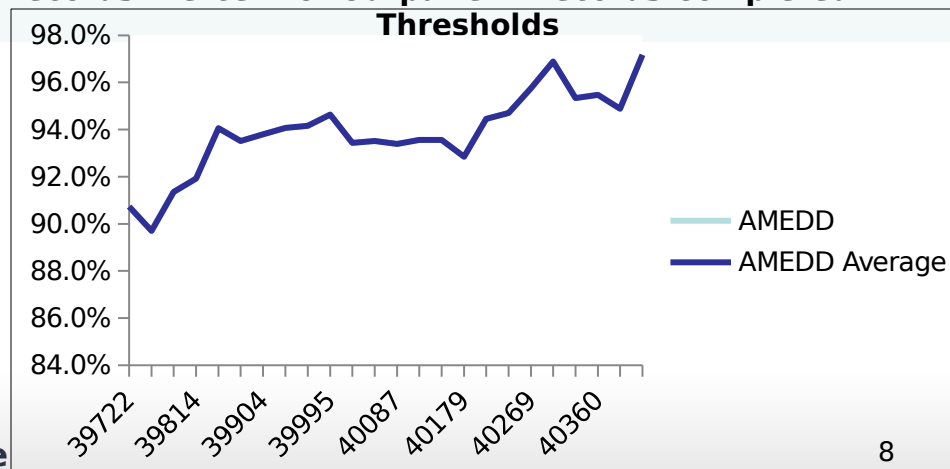
# MAPS 1.0 Metrics



## Training Satisfaction Survey Results: AMEDD



## Patient Records: Percent of Outpatient Records Completed Within Time Thresholds



# MAPS 2.0 Pilot Results



- Objectives
  - Focuses on the Entire Clinical Team
  - Emphasizes Workflow and Outcomes
  - Defines Success as Staff Satisfaction and Documentation Quality
  - Defines Technology Infrastructure Standards
  - Builds Talented Leaders & High Performing Teams
- Implementation Plan
  - Fully implemented with sustained success at Heidelberg Family Practice, Heidelberg Pediatrics, DeWitt Open Access, BAMC FSH Clinic
  - MAPS OPORD (under development) will require all MTFs to implement MAPS 2.0 in 2011
- Results
  - 10-30% increase in productivity (RVU/encounter)
  - 40-60% increase in provider satisfaction with AHLTA
  - 70-90% increase in provider satisfaction with and quality of clinical note

# MAPS Way Ahead and PCMH

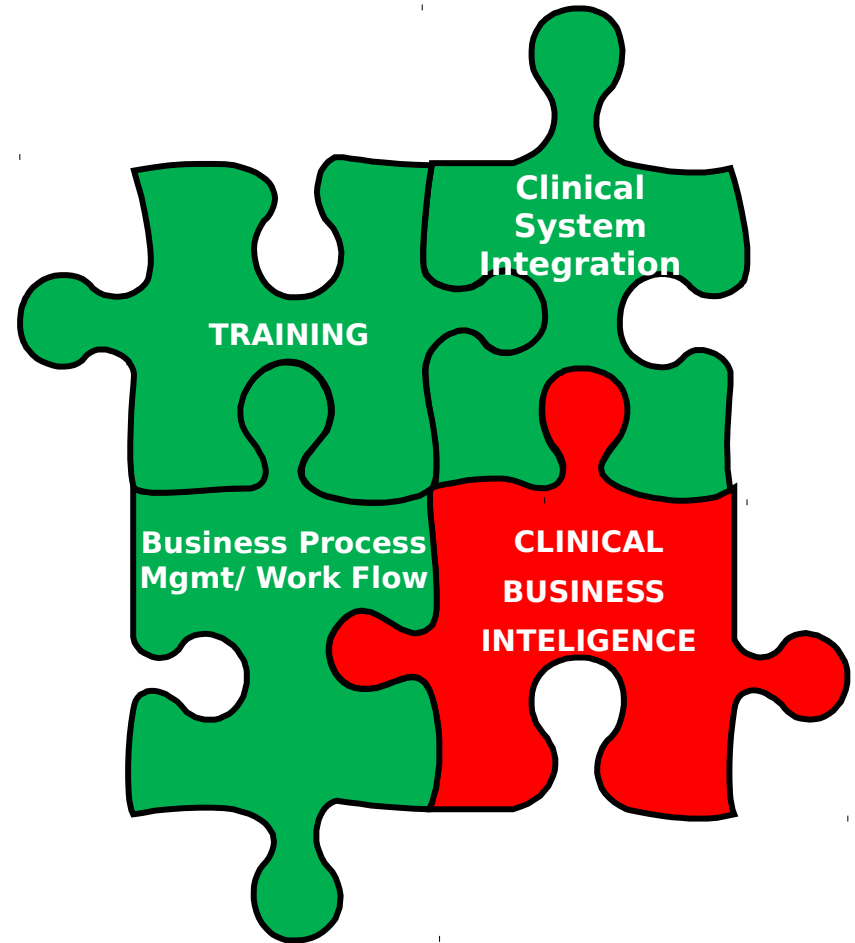


- Focus on complete implementation of all primary care clinics and Community Based Primary Care Clinics (CBPCCs) in support of medical home implementation
- Leadership Emphasis
  - OPORD
- Standardization
  - Playbook developed for training developed for primary care clinics
  - Metrics (HEDIS/Staff satisfaction/RVU/Provider continuity)
- Physician Champions identified at MTFs
  - Critical to MAPS 2.0 Success
  - Request support of MTF leadership to empower these champions

# Quality



- **Workforce**
  - Filled significant gap in amount of trainers in the field
  - Establishing the footprint for informatics
- **Training**
  - Transforming training from classroom to performance based and customer focused
  - Workflow incorporated into training
  - Transforming and Standardizing training of training workforce
- **Business Process Management**
  - Enterprise Consultancy with focus on governance and business process framework
  - Focus on Workflow and business process in training, system deployment, etc
- **Leveraging Clinical Information System**
  - AIMS Forms
  - Dragon Voice Recognition



*Integrated into Region/MTF clinical and business operations*

# AMEDD Priorities



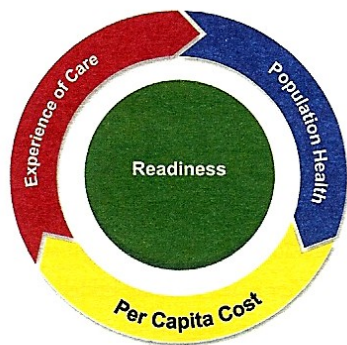
**Coordinate Care**

**Promote Readiness and Health**

**Prevent Disease**

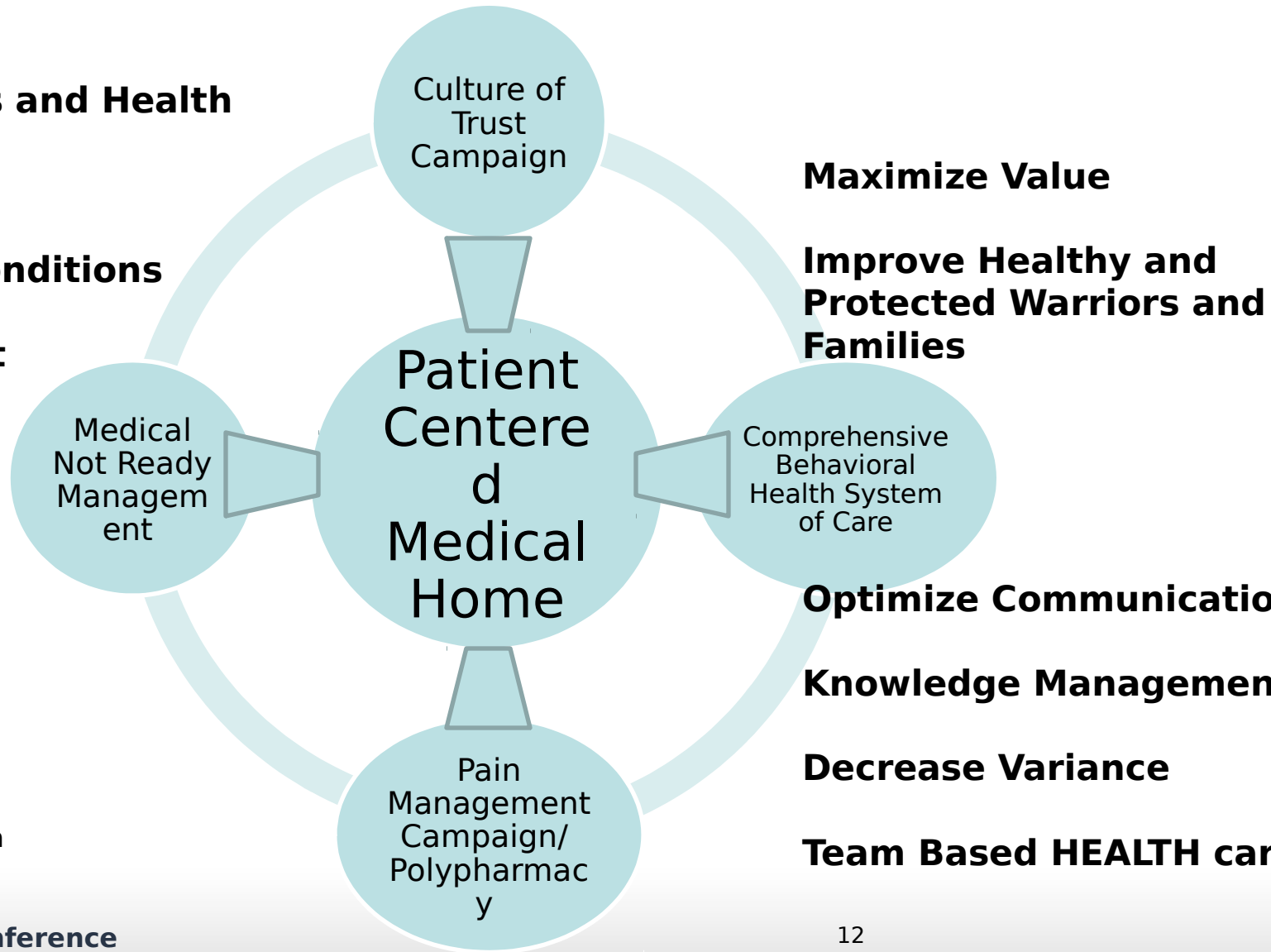
**Manage Chronic Conditions**

**Advance Enrollment**



**MHS Quadruple Aim**

**2011 MHS Conference**

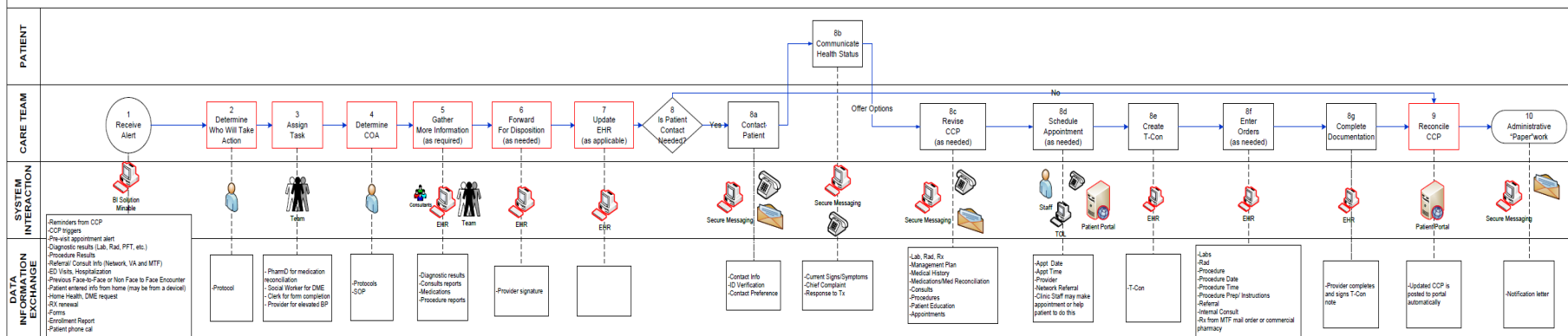


# Clinical Workflow Redesign

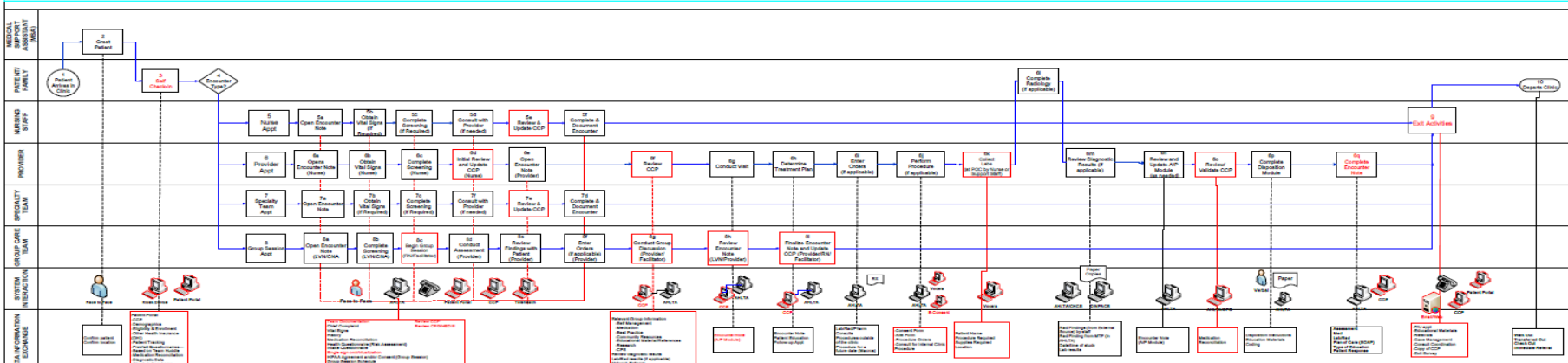


## Cross-functional diagrams help to visualize the ideal state of Primary Care touchpoints

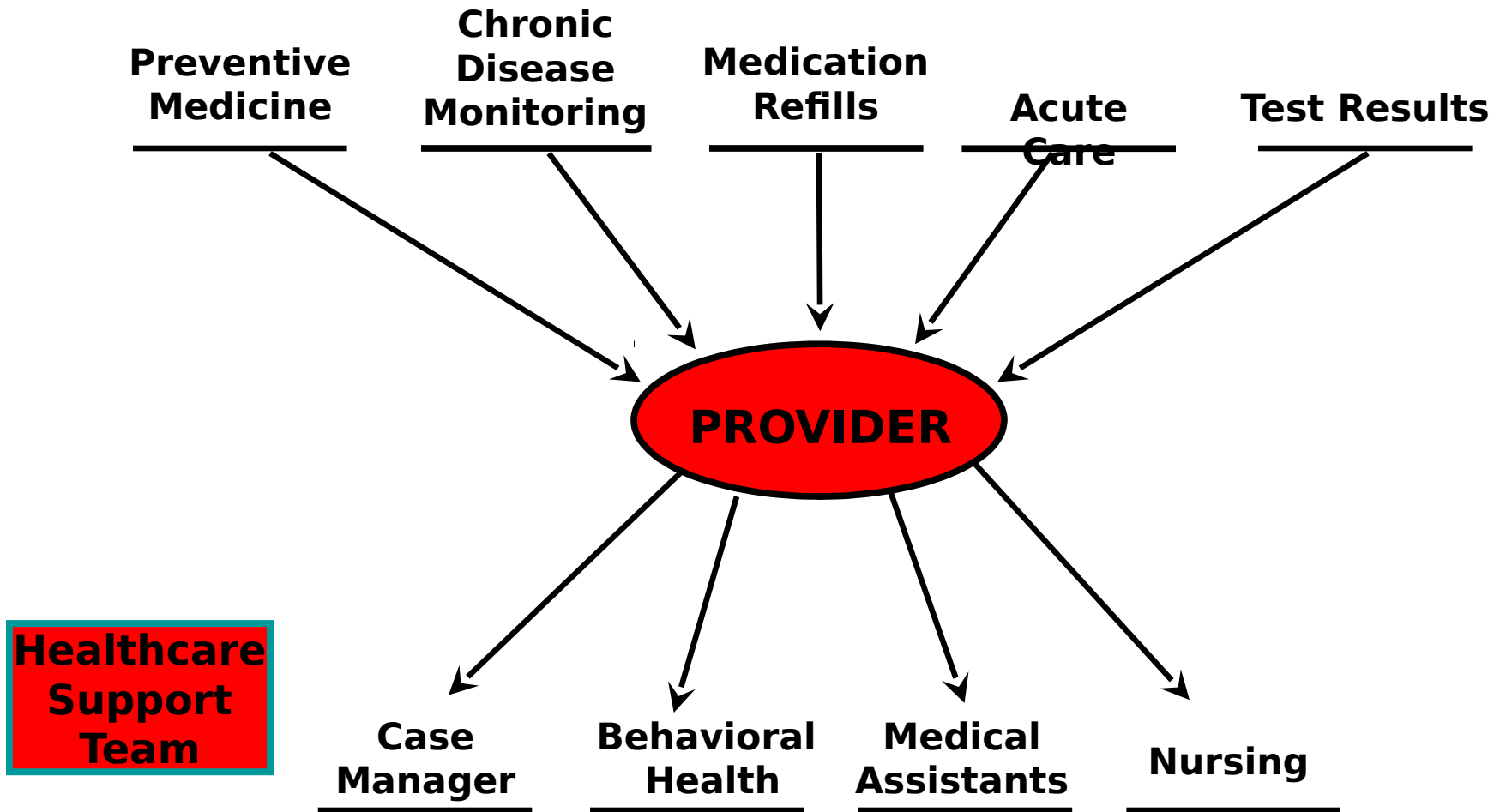
TYPE: CROSS FUNCTIONAL DIAGRAM (CFD) -- TO BE  
PROJECT: PATIENT CENTERED MEDICAL HOME (PCMH)  
PROCESS: ASYNCHRONOUS/SYNCHRONOUS NON FACE-TO-FACE  
REVISION DATE: 20100818



TYPE: CROSS FUNCTIONAL DIAGRAM (CFD) -- TO BE  
PROJECT: PATIENT CENTERED MEDICAL HOME (PCMH)  
PROCESS: SCHEDULED SYNCHRONOUS FACE TO FACE  
REVISION DATE: 20100828



# Current Clinic Work Flow



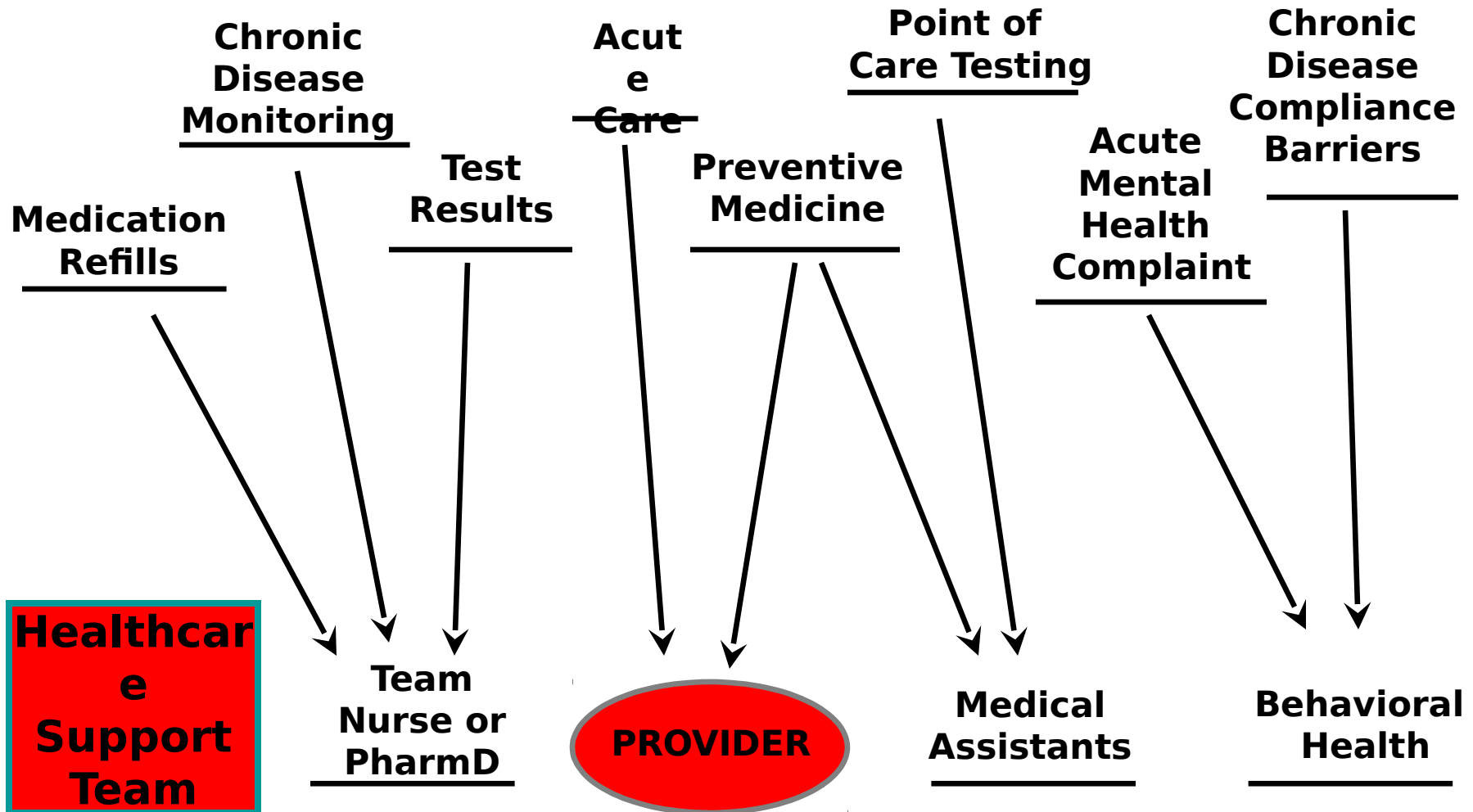
Source: Southcentral Foundation, Anchorage, AK

# Team-Based Practice Model



- Definition: A new practice model in which a physician is helped by a nurse-assistant to accomplish the patient visit.
- This allows the doctor to focus on the part of the visit that only he/she can accomplish.
- The core of this new model is an assistant who is capable of collecting key patient data and initial history, “preparing” the visit for the doctor and documenting the encounter

# Parallel Work Flow Design



Source: Southcentral Foundation, Anchorage, AK

# Summary



- Use of technology, clinical workflow redesign and adoption of a team-based approach to healthcare will allow the Army Medical Department to achieve the objectives of the Patient Centered Medical Home.